IN THE CLAIMS:

1. (currently amended) A method of displaying the capacity utilization of a goods delivery system, the goods delivery system having at least one delivery agent location, address and delivery zone, said method implemented by a computing unit and comprising the steps of:

getting delivery agent information of a delivery agent that delivers a plurality of goods;

calculating a first delivery capacity for said delivery agent information, the first delivery capacity ~~represented by a~~ comprising a first volume defined by a first plurality of ~~slots;~~ slots, each slot defining a slot volume;

assigning a work unit to each of the plurality of goods indicative of a portion of the first volume defined by a number of slots used to deliver each good, the work unit based on at least one of a size of the good and a degree of difficulty in installing the good;

calculating, by the computing unit, a portion of the first delivery capacity used for said delivery agent information based on assigned work units;

calculating usage information for said delivery agent information based on a single day and a delivery zone;

displaying a periodic calendar format illustrating said delivery agent information and delivery agent statistics for a respective zone for each day in a respective period;

said periodic calendar further adapted to have drill down capability to display additional daily details;

determining whether the first delivery capacity of the delivery agent to deliver the goods during a first period is exceeded;

determining whether a second delivery capacity of the delivery agent to deliver the goods during a second period is exceeded; and

determining to deliver the goods during the second period upon determining that the first delivery capacity is exceeded and the second delivery capacity is not exceeded, wherein the goods are configured to utilize the entire second delivery capacity.

2. (original) The method of displaying as recited in claim 1, wherein delivery agent statistics are data selected from the group consisting of delivery capacity, reserved capacity, and deliveries.

3. (original) The method of displaying as recited in claim 1, wherein the step of calculating usage information further comprises the step of calculating the deliveries scheduled for said delivery agent information.

4. (original) The method of displaying as recited in claim 1, wherein the step of calculating usage information further comprises the step of calculating the percent capacity utilization per day for said delivery agent information.

5. (previously presented) The method of displaying as recited in claim 1, wherein the step of calculating usage information further comprises the step of marking out of capacity conditions.

6. (original) The method of displaying as recited in claim 1, wherein said delivery agent information comprises data selected from the group consisting of delivery agent location, delivery agent name, delivery agent code, delivery management system schedule name, and delivery agent zone group name.

7. (original) The method of displaying as recited in claim 1, wherein the step of displaying a periodic calendar format comprises the step of displaying daily delivery agent statistics on a monthly basis.

8. (original) The method of displaying as recited in claim 7, wherein the step of displaying a periodic calendar format comprises the step of displaying daily delivery agent statistics on a daily basis.

9. (original) The method of displaying as recited in claim 8, wherein said delivery agent statistics further comprise data selected from the group consisting of default capacity, override capacity, capacity usage, and percent capacity usage.

10. (currently amended) A computer program embodied on a computer readable medium for executing a computer process for displaying the capacity utilization of a goods delivery system, the goods delivery system having at least one delivery agent location, address and delivery zone, said computer program comprising at least one code segment for employing a method of displaying the capacity utilization comprising the steps of:

getting delivery agent information of a delivery agent that delivers a plurality of goods;

calculating a first delivery capacity for said delivery agent information, the first delivery capacity ~~represented by a~~ comprising a first volume defined by a first plurality of ~~slots;~~ slots, each slot defining a slot volume;

assigning a work unit to each of the plurality of goods indicative of a portion of said first volume defined by a number of slots used to deliver each good, the work unit based on at least one of a size of the good and a degree of difficulty in installing the good;

calculating a portion of the first delivery capacity used for said delivery agent information based on assigned work units;

calculating usage information for said delivery agent information based on a single day and a delivery zone;

displaying a periodic calendar format illustrating said delivery agent information and delivery agent statistics for a respective zone for each day in a respective period, said periodic calendar further adapted to have drill down capability to display additional daily details;

determining whether the first delivery capacity of the delivery agent to deliver the goods during a first period is exceeded;

determining whether a second delivery capacity of the delivery agent to deliver the goods during a second period is exceeded; and

determining to deliver the goods during the second period upon determining that the first delivery capacity is exceeded and the second delivery capacity is not exceeded, wherein the goods are configured to utilize the entire second delivery capacity.

11. (original) The computer process as recited in claim 10, wherein delivery agent statistics are data selected from the group consisting of delivery capacity, reserved capacity, and deliveries.

12. (original) The computer process as recited in claim 10, wherein the step of calculating usage information further comprises the step of calculating the deliveries scheduled for said delivery agent information.

13. (original) The computer process as recited in claim 10, wherein the step of calculating usage information further comprises the step of calculating the percent capacity utilization per day for said delivery agent information.

14. (previously presented) The computer process as recited in claim 10, wherein the step of calculating usage information further comprises the step of marking out of capacity conditions.

15. (original) The computer process as recited in claim 10, wherein said delivery agent information comprises data selected from the group consisting of delivery agent location, delivery agent name, delivery agent code, delivery management system schedule name, and delivery agent zone group name.

16. (original) The computer process as recited in claim 10, wherein the step of displaying a periodic calendar format comprises the step of displaying daily delivery agent statistics on a monthly basis.

17. (original) The computer process as recited in claim 16, wherein the step of displaying a periodic calendar format comprises the step of displaying daily delivery agent statistics on a daily basis.

18. (original) The computer process as recited in claim 17, wherein said delivery agent statistics further comprise data selected from the group consisting of default capacity, override capacity, capacity usage, and percent capacity usage.

19. (currently amended) An apparatus for displaying the capacity utilization of a goods delivery system, the goods delivery system having at least one delivery agent location, address and delivery zone, said apparatus for displaying the capacity utilization comprising:

means for getting delivery agent information of a delivery agent that delivers a plurality of goods;

means for calculating a first delivery capacity for said delivery agent information, the first delivery capacity ~~represented by a~~comprising a first volume defined by a first plurality of ~~slots;~~ slots, each slot defining a slot volume;

means for assigning a work unit to each of the plurality of goods indicative of a portion of said first volume defined by a number of slots used to deliver each good, the work unit based on at least one of a size of the good and a degree of difficulty in installing the good;

means for calculating a portion of the first delivery capacity used for said delivery agent information based on assigned work units;

means for calculating usage information for said delivery agent information based on a single day and a delivery zone;

means for displaying a periodic calendar format illustrating said delivery agent information and delivery agent statistics for a respective zone for each day in a respective period, said periodic calendar further adapted to having means for utilizing drill down capability to display additional daily details;

means for determining whether the first delivery capacity of the delivery agent to deliver the goods during a first period is exceeded;

means for determining whether a second delivery capacity of the delivery agent to deliver the goods during a second period is exceeded; and

means for determining to deliver the goods during the second period upon determining that the first delivery capacity is exceeded and the second delivery capacity is not exceeded, wherein the goods are configured to utilize the entire second delivery capacity.

20. (original) The apparatus for displaying as recited in claim 19, wherein said delivery agent statistics are data selected from the group consisting of delivery capacity, reserved capacity, and deliveries.